

COVID-19 UPDATE

INCIDENT COMMAND

Tuesday, 3.17.20

Work continues across the organization to prepare for COVID-19, while safeguarding our employees and patients. Please read the update below as they include important information about:

- **Redeployment of staff from Rindge Family Practice and Monadnock Family Care**
- **Employee Travel Protocols**
- **Cost Center Coding for COVID-19 Expenses**

RINDGE FAMILY PRACTICE AND MONADNOCK FAMILY CARE

As part of our efforts to best utilize our resources and care for our patients during this time, the following temporary changes will go into effect at 8:00 a.m. on Wednesday, March 18th:

Rindge Family Practice: Temporarily closed. Patients are being directed to Jaffrey Family Medicine for care.

Monadnock Family Care: Temporarily closed. Adult patients 18+ are directed to Monadnock Internal Medicine. Patients 18 years and younger are being directed to Monadnock Regional Pediatrics.

Staff from these locations is being utilized in other capacities within the organization.

EMPLOYEE TRAVEL INTERIM GUIDELINE FOR COVID-19

The employee travel protocols below are now in effect (3.17.20P) for all MCH employees, following a presidential declaration of national emergency and recent updates from the CDC and the NH DHHS.

MCH is restricting all travel associated with business (domestic or international) effective immediately. In addition, following Federal and state guidelines stressing the importance of social distancing, employees are strongly encouraged to avoid personal travel -domestic or international **(through the use of mass transportation.)?**

The following requirements are now in effect for employees traveling for personal reasons:

International Travel All employees traveling to or from outside of the continental United States and Canada will be required to self-identify and quarantine at home for 14 days upon return. Hawaii and Puerto Rico are considered International travel for the purposes of this policy. In addition to having been screened y one of our designated US airports.

Domestic Travel All employees traveling within the continental United States and Canada will be allowed to return to work; although they are required to self-identify and monitor for symptoms for

14 days following return.

- *IF the employee has traveled to and returned from a state considered to be a hot-spot with a large number of COVID-19 cases, they will also be required to self-identify, wear a mask, if instructed to do so and self-monitor daily for temperature and symptoms for 14 days. Hot spots are areas under a mitigation strategy, as listed on the CDC's website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>*
- The exception to this is Massachusetts. Travel to and from your home or other work assignments in Massachusetts are exempt from this requirement. Unless; however, they are in the state attending a large gathering. They would then need to self-identify, wear a mask if instructed to do so and monitor daily for 14 days.

For a current list of impacted countries and travel questions, [click here](#). Travelers should review the [NH DHHS factsheet for travelers](#).

Employees who have traveled anywhere in the world and are **symptomatic** (fever, cough, sore throat) should call their Supervisor as well as Occupational Health to report their symptoms and determine next steps. We will work with the NH DHHS to determine next steps.. Employees should also call their primary care physician to report symptoms as well as the plan outlined by Occupational Health. **For further detail please see also: Employee Policy, "Interim Work Restrictions and Return to Work related to COVID-19", Policy Stat ID: 7806485. Policy is available for download on our HUB.**

Daily Bulletin

Essential Information from the past 48 Hours

MCH Process Updates

- Cafe seating removed following state restriction on dine-in seating / **Effective 9am, Tues 3.17**
- Redeployment of staff from Rindge Family Practice and Monadnock Family Care / **Effective 5pm, Tues 3.17**
- Main Entrance Closed. Patient to enter via MAB doors near Pediatrics. / **Effective: 9PM, Mon 3.16**
- Employee Entrance moved to Healing Arts Gallery Entrance / **Effective: 5AM, Tues, 3.17**
- Screening of all visitors, patients & employees / **Status: in operation 3.16.20**
- Adult Respiratory Clinic (New Ipswich Satellite) / **Status: in operation 3.16.20**
- Pediatric Respiratory Clinic (3rd floor BWC, by Behavioral Health) / **Status: in operation 3.16.20**
- BWC Closed to the Public. / **Status: Done. 3.15.20**
- Entryway Restrictions / **Status: Done. 3.16.20**
- Volunteer Program Paused / **Status: Done 3.13.20**
- Employee Screening Process / **Status: in-progress. Due date Mon, 3.16.20**
- Symptom Signage for Exterior Doors / **Status in-progress. Due date Mon, 3.16.20**
- Cafeteria Changes / **Status: Done**
- Visitor Policy Revised / **Status: Done 3.13.20**
- Community Group use of Conference Rooms, discontinued / **Status: Done**

Essential Communications

- HAN Alert #8 Received. / **Emailed 3.16.20**
- HAN 7 Highlights and CURRENT TESTING ALGORITHM / **Emailed 3.16.20**
- Visitor Policy Update: Now limited access to 1 healthy visitor in select areas / **Emailed 3.13.20**
- Employee Travel Guidelines / **Emailed 3.13.20**
- State of NH announced "2-1-1" phone line for the NH residents (public) with COVID19 questions / **3.12.20**
- HAN Alert #7 Received. / **Emailed 3.13.20**
- Cafeteria Memo: changes to item locations and flow changes / **Emailed 3.13.20**
- Memo: Conservation of N95. PAPR training ongoing for needed departments / **Emailed 3.11**
- NH DHHS now hosting weekly call-in session for NH healthcare partners every Thursdays, 12-1PM, ph. (833) 709-6685, no access code required.